Application buttons, navigation and softkeys

The display screen has three visible application lines that you use to view and manage your calls, your contacts, your call log, and your options and settings.

- Press the **Phone** button to view your calls.
- Press the **Contacts** button to view your Contacts list.
- Press the **Call Log** button to see a list of your most recent incoming and outgoing calls.

At any time, one of the application lines is highlighted - with white text on a black background. This is the selected line. Use the Up and Down arrows on the navigation keys to select a line by scrolling to it.

The four softkey labels at the bottom of the screen go with the softkeys directly below the screen. They show the available actions for the selected line. Pressing a softkey carries out the action shown on the softkey label.

The **OK** button is another shortcut that carries out the default action on the selected line. For example, when you select (highlight) an entry in your Contacts list, pressing **OK** places a call to that person.

Aux buttons

Your phone has two rows of extra, auxiliary buttons, or “Aux buttons” below the softkeys. You can use the Aux buttons for call management, speed dial buttons, or features. The Aux buttons go with the “Aux button labels” on the bottom two rows of the screen. The Aux button labels show the function of each of the Aux buttons.

There are two sets, or pages, of Aux buttons. Use the **Aux Shift** button, located to the right of the Aux button labels, to switch between the two pages of Aux buttons.

The particular features available on your Aux buttons depend on how your system administrator has set up your phone. For example, in addition to bridged extensions on your Aux buttons, your administrator may also assign frequently-used features like Send All Calls, Directory/Next/Make Call, or Call Forwarding to Aux buttons.

Each Aux button has an LED, which is illuminated if a call appearance or feature assigned to that button is active. The **Aux Shift** button also has an LED, which is illuminated if there is a call on one of the Aux buttons on the alternate, "hidden" page.

Aux Buttons and Bridged Lines

You can use the Aux buttons to monitor and manage extensions other than your own. Other people's extensions that you manage from your phone are called bridged lines. If an Aux button is associated with a bridged line, you can press the Aux button to select it as you would with a regular call appearance.

Whenever you need to access a bridged line just press the corresponding Aux button.

- If a line is on Hold, pressing the Aux button resumes the call.
- If a line is ringing, pressing the Aux button answers the call.
- If your boss or someone else for whom you have a bridged extension is on the line (Aux button LED is lighted), you can press that Aux button to join the call. For example, when the bridged extension is in use, and you get an incoming call to that same line, you can conference the caller into the existing call.

The icon on the Aux button label for a bridged call appearance shows the status of that call appearance. An idle call icon means that there is no current call on that line. An in-use bridged call icon means that the owner of the line is using it.

Use the Aux button for anything you need to do with a bridged line - to answer a call, to resume a call on hold, or to join an existing call. Use the Aux button LED and the icon on the Aux button label to view the status of a bridged line.

Using the Phone button to get to your own lines

If a bridged call appearance is selected, press the **Phone** button to display your own lines.

Answering and making a call

Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press the line button next to the incoming call, press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

Answering a Call to a Bridged Extension

If an Aux button flashes, press that button or press the **Answer** softkey.

Making a call

1. .Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Using voice dialing

1. Press **Contacts**.
   If Voice dialing is enabled, a **Voice** softkey displays.
2. If no tone is generated or if no green bar appears next to the **Voice** softkey, press **Voice** again to restart voice dialing.
3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.
4. When one or more contacts display, press the appropriate softkey.

Transferring a call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer** or **OK**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**

Conference calls

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.
6. Press **Drop** at any time to drop the last person added to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** or the line button or the Aux button or **OK** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press **More** then **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can call a contact by speaking the contact name. You can also import or export a Contact list using a USB device.

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Select the person or primary number you want to call.
3. Press **Call** or **OK**.

Adding a new contact

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable.
6. Select the next field.
7. Select the type of number entered (general,work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.
9. Press **Save** or **OK**.

Call Log

Calling a person from the call log

1. Press the **Call Log** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button.

Adding an entry from the call log to your contacts list

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Avaya Menu button, you see the following menus, depending on how your administrator has set up your system and on the applications available to you:

Sample Menu 1	Sample Menu 2	Sample Menu 3
> **Options & Settings** > **Browser** > **Network Information** > **Guest Login** > **Log Out** > **About Avaya one-X**	> **Your 1st Web Application** > **Phone Settings** > **Log Out** > **About Avaya one-X**	> **Call Settings** > **Application Settings** > **Screen & Sound** > **Advanced Options** > **Network Information**
> **My Pictures**	> **My Pictures**	> **My Pictures**

Options & Settings or Phone Settings, if your menu is customized,lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone.

About Avaya one-X provides the release number of your telephone software.

Guest Login lets you log in to a phone to which you are not normally assigned, to access your own contacts and features.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in. Log out does not display unless your phone (and any associated button module) is in an idle state.

My Pictures lets you use pictures from a USB device as your telephone screensaver.

Using USB Flash Drives with your phone

Subject to your administrator's permission, if your telephone has a USB interface and you have a USB (Universal Serial Bus) flash drive (also called a thumb drive or memory stick), you can log into your phone from anywhere in the world, add contacts to your Contacts list from an E-mail or other PC software program, and display pictures from the device on your phone as a screensaver. You can also copy your contact list from your phone to a USB flash drive, replace the contents of your phone's current contact list with those on the USB flash drive, or temporarily use the flash drive's contacts instead of your phone's contact list.

For more information

Go to *www.avaya.com/support* for latest support information, including user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

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